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### C. AMENDMENTS TO THE CLAIMS

In order to better assist the Examiner with the prosecution of the case, the current pending claims have been included in their entirety for which reconsideration is requested.

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1. **(Currently Amended)** A method for estimating wait times within a hold queue comprising:

receiving a plurality of calls at a call center, wherein each caller associated with a call from among said plurality of calls is identified by an authenticated caller identifier;

az retrieving, for each caller according to said authenticated caller identifier, a caller profile from among a plurality of caller profiles, wherein each of said plurality of caller profiles indicates a previous call center usage history for each said caller;

estimating a plurality of call times individually for each of said a plurality of calls within a call center based on said previous call center usage history for each said caller;

positioning a particular call received from a particular caller at said call center within a hold queue; and

estimating a wait time in said hold queue for said particular call according to said plurality of call times individually estimated for said plurality of calls within said call center.

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2. (ORIGINAL) The method for estimating wait times within a hold queue according to claim 1, wherein estimating a plurality of call times further comprises:

estimating said plurality of call times according to at least one from among an average time per representative, an average time per caller, and an activity participated in by a selection of said plurality of callers waiting in said hold queue.

3. (ORIGINAL) The method for estimating wait times within a hold queue according to claim 2, wherein said average time per representative is further specified according to at least one from among a time of day and a subject.

a2 4. (ORIGINAL) The method for estimating wait times within a hold queue according to claim 2, wherein said average time per caller is further specified according to at least one from among an average time with representatives across a plurality of call centers, an average time with a particular representative, an average time for a subject, and an average time of a total call within said call center.

5. (ORIGINAL) The method for estimating wait times within a hold queue according to claim 2, wherein said activity participated in by a selection of said plurality of callers comprises at least one from among a third party call, a competition, a survey, an expert session, and an entertainment service.

6. **Cancelled.**

7. (ORIGINAL) The method for estimating wait times within a hold queue according to claim 1, further comprising:

publishing said wait time to an interface selected by said caller.

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8. (ORIGINAL) The method for estimating wait times within a hold queue according to claim 7, wherein publishing said wait time further comprises:

publishing a plurality of criteria utilized to estimated said plurality of call times.

9. (ORIGINAL) The method for estimating wait times within a hold queue according to claim 1, wherein a selection of said plurality of calls are currently waiting in said hold queue.

10. (ORIGINAL) The method for estimating wait times within a hold queue according to claim 1, wherein a selection of said plurality of calls are currently being assisted by a plurality of representatives within said call center.

11. (Currently Amended) The method for estimating wait times within a hold queue according to claim 1, further comprising:

updating a caller profile server according to a session for said particular call according to an said authenticated identifier for a said particular caller, wherein said caller profile server maintains a plurality of caller profiles stored according to a plurality of authenticated identifiers for compiling information about sessions at at least one call center.

12. (Currently Amended) A method for estimating wait times at a call center, comprising:

receiving a plurality of calls identified by ~~authenticated by~~ a plurality of authenticated caller identifiers at a call center;

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receiving a plurality of caller profiles associated with said plurality of authenticated caller identifiers, wherein said plurality of caller profiles comprise time averages for said plurality of callers while previously on hold at at least one call center; and

estimating a wait time for a particular caller waiting in a hold queue from among said plurality of callers according to said time averages for said plurality of callers.

13. (ORIGINAL) The method for estimating wait times at a call center according to claim 12, wherein said plurality of caller profiles are received from at least one profile server, wherein said at least one profile server is accessible to a plurality of call centers.

*(Currently Amended)*  
a2 14. (ORIGINAL) A system for estimating wait times within a hold queue, comprising:

a call center for receiving a plurality of calls;

means for receiving a plurality of calls at a call center, wherein each caller associated with a call from among said plurality of calls is identified by an authenticated caller identifier;

means for retrieving, for each caller according to said authenticated caller identifier, a caller profile from among a plurality of caller profiles, wherein each of said plurality of caller profiles indicates a previous call center usage history for each said caller;

means for estimating a plurality of call times individually for each of said a plurality of calls within a call center based on said previous call center usage history for each said caller;

means for positioning a particular call received from a particular caller at said call center within a hold queue; and

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means for estimating a wait time in said hold queue for said particular call according to said plurality of call times individually estimated for said plurality of calls within said call center.

15. (ORIGINAL) The system for estimating wait times within a hold queue according to claim 14, wherein said means for estimating a plurality of call times further comprises:

means for estimating said plurality of call times according to at least one from among an average time per representative, an average time per caller, and an activity participated in by a selection of said plurality of callers waiting in said hold queue.

16. (ORIGINAL) The system for estimating wait times within a hold queue according to claim 15, wherein said average time per representative is further specified according to at least one from among a time of day and a subject.

17. (ORIGINAL) The system for estimating wait times within a hold queue according to claim 15, wherein said average time per caller is further specified according to at least one from among an average time with representatives across a plurality of call centers, an average time with a particular representative, an average time for a subject, and an average time of a total call within said call center.

18. (ORIGINAL) The system for estimating wait times within a hold queue according to claim 15, wherein said activity participated in by a selection of said plurality of callers comprises at least one from among a third party call, a competition, a survey, an expert session, and an entertainment service.

19. Cancelled

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20. (ORIGINAL) The system for estimating wait times within a hold queue according to claim 14, further comprising:

means for publishing said wait time to an interface selected by said caller.

21. (ORIGINAL) The system for estimating wait times within a hold queue according to claim 20, wherein said means for publishing said wait time further comprises:

means for publishing a plurality of criteria utilized to estimate said plurality of call times.

ad 22. (ORIGINAL) The system for estimating wait times within a hold queue according to claim 14, wherein a selection of said plurality of calls are currently waiting in said hold queue.

23. (ORIGINAL) The system for estimating wait times within a hold queue according to claim 14, wherein a selection of said plurality of calls are currently being assisted by a plurality of representatives within said call center.

(Currently Amended)  
24. (ORIGINAL) The system for estimating wait times within a hold queue according to claim 14, further comprising:

means for updating at least one caller profile server according to a session for said particular call according to ~~an~~ said authenticated identifier for ~~a~~ said particular caller, wherein said at least one caller profile server maintains a plurality of caller profiles stored according to a plurality of authenticated identifiers for compiling information about sessions at at least one call center.

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25. **(Currently Amended)** A computer program product for estimating wait times within a hold queue, said computer program product comprising:

a recording medium;

means, recorded on said recording medium, for receiving a plurality of calls at a call center, wherein each caller associated with a call from among said plurality of calls is identified by an authenticated caller identifier;

means, recorded on said recording medium, for retrieving, for each caller according to said authenticated caller identifier, a caller profile from among a plurality of caller profiles, wherein each of said plurality of caller profiles indicates a previous call center usage history for each said caller;

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means, recorded on said recording medium, for estimating a plurality of call times individually for each of said a plurality of calls based on said previous call center usage history for each said caller;

means, recorded on said recording medium, for positioning a particular call received from a particular caller at said call center within a hold queue; and

means, recorded on said recording medium, for estimating a wait time in said hold queue for said particular call according to said plurality of call times individually estimated for said plurality of calls within said call center.

26. **(Currently Amended)** The computer program product for estimating wait times within a hold queue according to claim 2524, wherein said means for estimating a plurality of call times further comprise:

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means, recorded on said recording medium, for estimating said plurality of call times according to at least one from among an average time per representative, an average time per caller, and an activity participated in by a selection of said plurality of callers waiting in said hold queue.

27. **Cancelled**

28. **(Currently Amended)** The computer program product for estimating wait times within a hold queue according to claim 2524, further comprising:

 means, recorded on said recording medium, for controlling output of said wait time to an interface selected by said caller.

29. **(Currently Amended)** The computer program product for estimating wait times within a hold queue according to claim 2827, wherein said means for publishing said wait time further comprises:

means, recorded on said recording medium, for controlling output of a plurality of criteria utilized to estimated said plurality of call times.

30. **(Currently Amended)** The computer program product for estimating wait times within a hold queue according to claim 2524, further comprising:

means, recorded on said recording medium, for updating at least one caller profile server according to a session for said particular call according to ~~an~~ said authenticated identifier for ~~a~~ said particular caller, wherein said at least one caller profile server maintains a plurality of caller

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profiles stored according to a plurality of authenticated identifiers for compiling information about sessions at at least one call center.

31. **(Currently Amended)** A method for monitoring caller on hold characteristics, comprising:

receiving, at a caller profile server, monitored on hold characteristics according to an authenticated caller identifier of a caller from at least one call center at which said caller ~~which~~ has waited in a hold queue from among a plurality of call centers communicatively connected to a said caller profile server;

computing, at said caller profile server, on hold statistics for said caller across at least one from among said plurality of call centers from said monitored on hold characteristics in said caller profile maintained in association with said authenticated caller identifier;

responsive to receiving a request for said caller profile according to said authenticated caller identifier at said caller profile server, distributing said computed on hold statistics for said caller, such that each of said plurality of call centers are is independently enabled to estimate wait times within a hold queue comprising said caller based on said on hold statistics.

32. **(Currently Amended)** A system for monitoring caller on hold characteristics, comprising:

a caller profile server communicatively connected to a plurality of call centers;

said caller profile service further comprising:

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means for receiving monitored on hold characteristics according to an authenticated caller identifier of a caller from at least one call center at which said caller has waited in a hold queue from among said plurality of call centers;

means for computing on hold statistics for said caller across at least one from among said plurality of call centers from said monitored on hold characteristics in said caller profile maintained in association with said authenticated caller identifier; and

means, responsive to receiving a request for said authenticated caller profile according to said caller identifier, for distributing said computed on hold statistics for said caller.

33. **(Currently Amended)** A computer program product for monitoring caller on hold characteristics, said computer program product comprising:

a recording medium;

means, recorded on said recording medium, for enabling receipt of monitored on hold characteristics according to an authenticated caller identifier of a caller from at least one call center at which said caller has waited in a hold queue;

means, recorded on said recording medium, for computing on hold statistics for said caller across said at least one call center from said monitored on hold characteristics in said caller profile maintained in association with said authenticated caller identifier; and

means, recorded on said recording medium, for distributing said computed on hold statistics for said caller.

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34. (New) The method according to claim 1 for estimating wait times within a hold queue wherein each said authenticated caller identifier is voice-authenticated.

35. (New) The system according to claim 14 for estimating wait times within a hold queue wherein each said authenticated caller identifier is voice authenticated.

36. (New) The computer program product according to claim 25 for estimating wait times within a hold queue wherein each said authenticated caller identifier is voice authenticated.

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